Working with Cases: Advisors

In this Guide:

- Viewing Case List
- Viewing Case Detail / Add Comment
- Closing a Case
- Student Profiles

Viewing Case List

- Login to Navigate
- Click folder with bookmark icon.
- The default view shows all open cases which are assigned to you.

![Cases for Students Enrolled in Selected Term](image)

- 'Actions' to close multiple cases at once.
- Instructor that issued the alert.
- Filter the default view
- 'Manage Case' to view detail and add comments.
Viewing Case Detail / Add Comment

- Click [Manage Case] to view details (1), add comments (2), or close case (3).
Closing a Case

- Click [Manage Case] or use [Actions] and tickboxes to close a case.
- Select a Case Outcome
  - “Student Took Recommended Action”
  - “Student Did not Respond”
- Add a comment. This is the last opportunity to share details.
- Click [Submit].

CLOSE CASE

Student: Irene Chan

Reason(s): Prioritize for Advising Outreach

Outcome: Choose

Comment:

cancel Submit
Student Profiles

- Cases and Alerts also appear on Student Profile page. They are not visible to students.
- (Figure 1) See “Staff Alerts” in right column for links to active Cases and/or recent Alerts.
- (Figure 2) Cases and Alerts also appear in “History” tab alongside recent appointments.